



## Job Description HR13a (Employee)

### POST DETAILS

**Job Title:** Business Administration Apprentice **Band:** AfC Band 2 Annex 21

**Main Location:** Hybrid, Countywide

**Salary:**  
Year 1: 15,668  
Year 2: 16,787

**Reports to:** Discharge Improvement Lead

**Accountable to:** Discharge Flow Lead

**Working Pattern:** 37.5 (7.5 allocated to study time)

**Job Type:** Apprenticeship

**Date:** 14 March 2024

### KEY PURPOSE/SUMMARY

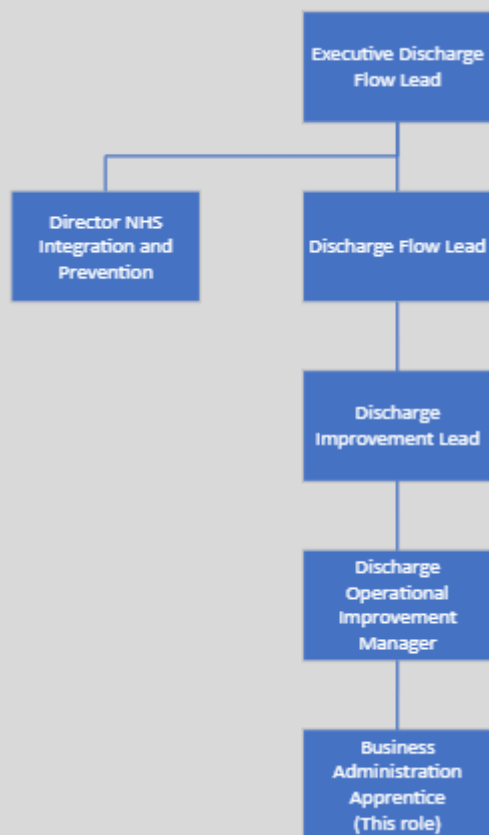
The Discharge Improvement Team is seeking a motivated Business Administration Apprentice. This role offers the opportunity to gain hands-on experience within a team supporting patient flow, whilst developing essential administrative skills through the completion of a Level 3 Business Administration qualification.

It is important that people are supported to return to the most appropriate and safest place when leaving hospital. Wherever possible, this would be the place an individual calls home. This is important not only for their wellbeing and ongoing care, but ensuring timely discharge from hospital helps to create a bed for the next person who needs it. The Discharge Improvement Team supports a range of projects and initiatives across the Derbyshire Integrated Care System to support our patients and people to return home as soon as they are well enough to do so. The role offers a unique perspective of both health and social care and is a great opportunity to learn how to apply administrative skills within a busy project environment.

Being an Apprentice opportunity, no previous work experience is required. You will have an enthusiasm to learn and develop. If you are looking for an exciting Business Administration Apprenticeship role, this could be for you.



## ORGANISATIONAL CHART/STRUCTURE





## KEY DUTIES TASKS AND RESPONSIBILITIES

### Main Responsibilities

- To undertake a Level 3 Business Administration Apprenticeship at Derby College and associated coursework.
- To work as part of the team to gain confidence, experience and build a portfolio of evidence for apprenticeship accreditation.
- To assist in administrative tasks related to improvement projects, including scheduling meetings, communicating with system partners and maintaining project documentation.
- To assist in the preparation of presentations, reports and project plans.
- Participate in meetings with both internal and external stakeholders to provide updates on project progress and gather feedback.
- To be a reliable and helpful member of the team, undertaking delegated activities.
- To gain work experience and participate in appropriate training sessions and workshops as directed.
- Follow existing policies and procedures, proposing changes to existing policies and procedures within own area.
- Participate with supervision sessions to identify progress and take on board constructive criticism when needed. Meet your assessor on a regular basis to action plan for your portfolio.
- To maintain good time keeping and attendance.
- To travel to different sites and meetings within Derbyshire as required.

### Financial Resources/Management

The post-holder will not be required to manage clinical or operational budgets. There will be exposure to learning opportunities for financial management within the scope of the role.

### Information Resources/Information Systems

DCHS requires its staff to comply with Information Governance-related standards and policies, at all times, when dealing with confidential information, which includes any information relating to the business of the Trust and its service users and employees.

### Autonomy/Scope within Role

Will work within set policies and procedures with guidance and supervision. As the person progresses through the apprenticeship, they will develop to do this independently. By the end of the apprenticeship, they should be able to confidently suggest changes and improvements in own area.



## KEY RELATIONSHIPS

*The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.*

### **Key Working Relationships Internal/External:**

The role is supporting a team that works with the wider Joined Up Care Derbyshire system. Communication is therefore required with system partners across both health and social care.

Daily working relationships with the Discharge Improvement Team.

Working relationships with college tutors and apprentice assessor as required by the course.



## KEY VALUES: WORKING THE DCHS WAY

### Our Vision

“To be the best provider of local health care and be a great place to work”

### Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: “everyone matters”

## HEALTH & SAFETY

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.



## **EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT**

*The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.*

### **Physical**

Requirement to travel throughout the region to attend meetings and college.  
Requirement to use a screen throughout the working day.

### **Emotional**

Anticipated management and self-management of stresses due to demand and time pressures.  
Requirement to deal with complex and sensitive information.

### **Mental**

Requirement to concentrate for long periods of 2 hours or more when checking detailed documents, analysing data and completing college assignments.  
Requirement to manage multiple demands and tasks to deadlines.

### **Working Environment**

Office environment.  
Sitting and standing for long periods of time.  
Very long, sometimes continual computer use.  
Requirement to travel around the county to work with different teams.  
Occasional national travel.

## **JOB DESCRIPTION AGREEMENT:**

**Job Holder's Name and Signature:**

**Date:**

**Line Manager's Name and Signature:**

**Date:**



## PERSON SPECIFICATION

*Is the criteria essential or desirable and how will it be assessed*

	Criteria	
Education, Qualifications and Training	Essential / Desirable	Assessment
GCSE Grades A-C (9-4)	E	A/C
Good literacy and numeracy skills	E	A/C
Willingness to work towards Level 3 Business Administration Qualification	E	A/I
Experience and Knowledge Required		
Experience of using Microsoft Office (Word, Excel, Teams) or willingness to learn	E	A/I
Understanding of confidentiality	E	I
Experience of working in a customer service or administrative role	D	A/I
Skills and Attributes		
Good communication skills including written, verbal and listening	E	A/I
Demonstrate good organisational and time management skills	E	A/I
Ability to problem solve	E	A/I
Demonstrate adaptability to learn new skills and adjust to different tasks as required	E	A/I
Ability to travel to meet the requirements of the role	E	A/I



### Aptitude and Personal Qualities

Able to follow and work within defined procedures

E

A/I

Able to remain calm and productive under pressure

E

A/I

Committed to continual quality and service improvement

E

A/I

Able to work flexibly and co-operatively as part of a team

E

A/I

Self-motivated with a willingness to learn

E

A/I

### Values, Drivers and Motivators

Demonstrate the DCHS values and ability to:

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: "everyone matters"

E

A/I

Flexibility in working hours and location within Derbyshire

E

A/I

E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference